

SUMMARY RECOVERY PLAN (Version 1 - updated 14.05.21)

KEY AREA	KEY ISSUE	CORE PRINCIPLES/PROCESSES
SUPPORTING COMMUNITY RECOVERY	Provide strong leadership within our communities	Ensure we ... <ul style="list-style-type: none"> • Increase our engagement within our communities, capturing, harnessing and further developing their energy and commitment to support the delivery of services. • Include all sections of our communities, particularly hard to reach groups (including the voluntary sector and faith groups). • Develop and implement a new Health and Wellbeing Strategy, taking into account lessons learnt from the impact of COVID-19.
	Support those most in need in our communities to help them to stay safe and healthy	Continue to ... <ul style="list-style-type: none"> • Support local food banks; work with the charity sector to increase capacity and resilience. • Review our existing meals-on-wheels provision. • Explore a range of options to expand provision to other vulnerable members of the community. • Ensure the Community Centres offer provided by our Independent Living Team is appropriate and safe for all community groups. • Enhance cross-agency working with health professionals and Surrey County Council to ensure a holistic approach is taken to improving the health and social wellbeing of the community. • Undertake joint projects directed at specific vulnerable residents. • Recognise and prepare to support the emotional needs caused by the pandemic on the community – to do this with the assistance of partner organisations and all council services.
	Help prevent or reduce debt or financial hardship	<ul style="list-style-type: none"> • Analyse and evaluate the financial impact of the pandemic on our community – including residents and businesses. • Ensure our residents and businesses are informed and directed to appropriate government support/benefit schemes. • Support partner agencies to enable them to provide financial advice and assistance to the community.
	Reduce and help prevent homelessness	<ul style="list-style-type: none"> • Maintain momentum of the Council’s affordable housing development schemes. • Provide appropriate resources to address the predicted increase in numbers and breadth of homelessness provision. • Assist and support vulnerable families to remain in their existing homes. • Facilitate and advise those in financial hardship, with direct support when appropriate.

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	Promote and increase leisure activities	<ul style="list-style-type: none"> • Improve and develop a broad range of activities and family-orientated leisure pursuits. • Work in partnership with a range of local leisure, art and sport clubs to provide a range of activities to help promote good mental health and fitness. • Introduce 10 new outside gyms and continue to encourage extensive use of parks and open green spaces. • Continue to develop and improve our outdoor leisure facilities and options for all groups. • Work with our partners 'Everyone Active', providing financial assistance and support with communications to enable them to continue to operate the leisure centres in our borough.
SUPPORTING ECONOMIC RECOVERY	Minimise unemployment	<ul style="list-style-type: none"> • Monitor and measure the impact of COVID on local businesses and assist in how they can respond and adapt. • Ensure effective implementation of relevant government initiatives – including business rate relief and payment of business grants – through strong and effective communications. • Keep under review the Council's discretionary grant policy and ensure the funds available are put to best use supporting individual businesses to survive and assisting with the broader economic recovery of the borough.
	Develop skills and getting people back in work	<ul style="list-style-type: none"> • Implement our new Economic Development Recovery Plan (including addressing any impacts caused by Brexit). • Continue to work with the 'Jobs and Recovery Task Group' (including reps from Spelthorne BC, Department for Work and Pensions, Job Centre Plus, Brooklands College, Heathrow Academy and A2Dominion) to help develop new employment opportunities for local residents. • Support and promote employment and training initiatives – including a 'Virtual Jobs Fair'; 'Kickstart' scheme; 'Job Fuse' (working with EM3 Local Enterprise Partnership). • Work with partners to bid for funding for a 'Youth Hub' in the borough, focused on helping specific groups between the ages of 18 – 24 to access employment opportunities and assist with 'work readiness' and resilience.
	Assist future business growth and adaptation	<ul style="list-style-type: none"> • Establish and promote our new business incubator to help local fledgling businesses to rent collaborative desk and meeting space and include training and mentoring to ensure new business development and sustainability. • Promote and encourage businesses in the 'Green Economy' to establish themselves in the Borough thereby creating greater opportunities for employment within the green sector. • Promote 'shop-local' to our residents and visitors. • Promote 'buy-local' for business-to-business procurement. • Through our new Town Centre Managers, help provide additional frontline support for Ashford, Sunbury and Shepperton businesses and retailers. • Work in collaboration with Staines-upon-Thames Business Improvement District to support businesses and retailers in the town.

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	Placemaking, regeneration and development of infrastructure	<ul style="list-style-type: none"> • Maintain momentum of the Council's regeneration schemes. • Deliver the Staines-upon-Thames Development Framework as part of the review of the Local Plan up to 2035. • Improve broadband speeds in the borough (full fibre to premises up to 1GB), starting with Sunbury and expanding to Staines-upon-Thames and Ashford. • Consider bids for future rounds of the Government's Levelling Up Fund for smaller transport projects, town centre and high street regeneration and maintaining and expanding cultural and heritage assets.
	Attract visitors back into the borough	<ul style="list-style-type: none"> • Continue to promote Spelthorne as a place to live, visit and do business through the Visitor Economy Forum (SBC and business). • Continue to monitor the implementation and effectiveness of guidance for the safe use of our town centres, open spaces and other areas, providing relevant information to businesses on operating safely under COVID restrictions. • Utilise EM3 LEP funding and government support in opening-up town centres post-COVID (using, for example, the Welcome Back Fund).
SUPPORTING A GREEN RECOVERY	Climate Change Policy	<ul style="list-style-type: none"> • Focus on actions to lower the Borough's carbon emissions in line with government targets or sooner. • Explore and devise a future financial treasury management strategy that takes into account Environmental, Social, Governance and Responsible Investments.
	Reduce the carbon footprint of Council operations	<ul style="list-style-type: none"> • Aim to develop a more environmentally sustainable economy post-COVID and Brexit. • Explore further opportunities provided by agile working of council staff to enhance and accelerate climate change initiatives by reducing commuting and requirement for office space. • Continue to develop our programme to use more electric vehicles by staff to reduce CO2 emissions. • Purchase electric fuelled equipment when existing liquid fuelled equipment reaches end of life. • Consider opportunities to create and support carbon-sink initiatives within the Borough including more tree planting where possible. • Improve all council-owned properties and facilities through better insulation, investment in alternative heating and ventilation and aim to reduce utilities costs where possible. • Review and improve, where possible, our waste management strategy.
	Increase use of clean energy	<ul style="list-style-type: none"> • Work with businesses and communities to promote and support cleaner and greener living and working. • Develop opportunities for increased locally generated 'clean' energy through renewable sources.

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	Encourage greater use of cycling and walking	<ul style="list-style-type: none"> • Undertake a borough-wide feasibility study to identify potential walking and cycling routes in conjunction with Surrey County Council. • Increase opportunities for exercise through walking and cycling and improving air quality by reducing car dependency, working with the highways authority where necessary.
	Improve and increase provision of public open spaces and enhancement of biodiversity	<ul style="list-style-type: none"> • Enhance our parks and open spaces to adapt to climate change. • Provide clean, accessible, outdoor spaces with access to nature for education and well-being purposes. • Seek to landscape and enhance planting to assist with carbon capture. • Increase management of the land to provide greater biodiversity to encourage wildlife and insect populations.
	Improve energy efficiency of housing stock	<ul style="list-style-type: none"> • Promote residential development that is sustainably constructed and located, that allows safe and easy access for residents to existing services and transport hubs. • Seek and support the retrofit of existing residential housing to enable alignment with more demanding energy efficiency standards.
KEEPING PEOPLE INFORMED	Communicate regular updates using a range of different media	<ul style="list-style-type: none"> • Lead the strategic briefing and dissemination sessions for community partners through the COVID Champions initiative. • Maintain welfare and information-sharing calls to vulnerable community members and prepare for new and, as yet, unforeseen demands due to COVID. • Continue to update and maintain the accessibility of our website, responding to changes in national and local guidance. • Continue to use and develop our social media to ensure rapid communication of key messages. • Continue to regularly publish eNews publications and encourage residents to subscribe to the platform. • Ensure residents and businesses can continue to contact the Council by phone, letter or digitally. • Work with the Surrey-wide Communications Group to share information and best practice. • Work with other stakeholders including Councillors, Residents' Associations, businesses, charities, faith groups and other voluntary organisations to disseminate information and utilise support from their outside communications.

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DELIVERING KEY SERVICES	More resilient services	<ul style="list-style-type: none"> • Remodel services to adapt to new challenges and new ways of working. • Continue to review and update the Council’s Pandemic Plan – taking into account lessons learned to ensure greater resilience in future. • Further develop our new telephony system, implementing additional useful functions to assist the customer and provide them with a better experience, linking this to Council’s digital transformation. • Take steps to ensure the Council maintains its financial sustainability.
	Workforce development	<ul style="list-style-type: none"> • Train and equip our staff to adapt to new ways of working and any future restrictions. • Ensure all staff understand the Council’s focus on best working practices to tackle the climate emergency.
	Protecting staff and clients	<ul style="list-style-type: none"> • Ensure continued use of strict Personal Protective Equipment/social distancing requirements for site/face-to-face visits and enhanced cleaning regimes. • Continue to offer ongoing health and wellbeing support to our staff.
	Maintaining mobile and flexible working	<ul style="list-style-type: none"> • Use the experience of enforced remote working to develop future plans for more flexible working methods to further reduce costs and enable more efficient service delivery.
	New ways to access services	<ul style="list-style-type: none"> • Make it as easy as possible for customers to access our services remotely. • Deliver more services remotely (e.g. Spelthorne’s community alarm network - SPAN). • Implement a plan for the safe transition back to public meetings.